

JOB VACANCY NOTICE

U.S. Interests Section
Havana, Cuba

June 23, 2013

Announcement Number: 10/14

Position Number: L31-102

OPEN TO: All Interested Candidates
POSITION: INFO Subject Matter Expert, LES-10, FP-05
OPENING DATE: June 23, 2014
CLOSING DATE: July 08, 2014 (or until filled)

WORK HOURS: Full-time; 39 hours/week

The U.S. Interests Section (USINT) is seeking a Cuban citizen or a U.S. Citizen Eligible Family Member (USEFM), Eligible Family Member (EFM) or Non-Permanent Resident (NOR) for the position of INFO Subject Matter Expert in the Consular Section (CON).

BASIC FUNCTION OF POSITION

Under the direction of the Senior Visa LES and the Deputy Consular Section Chief, the job holder develops and manages the flow of information within the Consular Section and external customers. Responsible for: training of LES, managing the internal SharePoint site, liaising with contracted appointment/information call center, responding to congressional and public inquiries, and gathering and reporting statistics on section performance indicators. Working with the Public Affairs Section, manages our external messaging and public-facing internet site.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Management Office, Ext. 3154.

QUALIFICATIONS REQUIRED

NOTE: All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

- 1) A minimum of two years of college or university is required.
- 2) A minimum 3 years' experience in customer service, either external or internal, or para professional experience, including providing information or resolving problems is required.
- 3) Level IV (Fluent) sp/read English and Level III (Good Working Knowledge) sp/read Spanish is required. (Test to be administered by the Human Resources department).

- 4) Must have good knowledge of Microsoft Office Suite (Word, Excel, etc.) (Test to be administered by the Human Resources Department).

SELECTION CRITERIA

When equally qualified, U.S. Citizen Eligible Family Members (USEFMs) and U.S. Veterans will be given preference. Therefore, it is essential that the candidate address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency (employment eligibility) status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Currently employed U.S. Citizen EFMs who hold a FMA appointment are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
4. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment, unless currently hired into a position with a When Actually Employed (WAE) work schedule.

TO APPLY

Interested applicants for this position must submit the following or the application will not be considered:

1. Application for employment (DS-174) is required.
2. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application.
3. Any other documentation (e.g., essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION TO

USINT Human Resources Office

POINT OF CONTACT

Telephone: 839-41-00 Extension 3154

FAX: 839-42-14

E-mail: HavanaHR@state.gov

DEFINITIONS

1. USEFM: A type of EFM that is eligible for direct hire employment on either a Family Member Appointment (FMA) or Temporary Appointment (TEMP) provided s/he meets all of the following criteria:
 - a) U.S. citizen; and
 - b) The spouse *or domestic partner (as defined in [3 FAM 1610](#))* of the sponsoring employee, or a child of the sponsoring employee who is an unmarried *child* at least 18 years old; and
 - c) Listed on the travel orders *or approved Form [OF-126, Foreign Service Residence and Dependency Report](#)*, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan; and who is under chief of mission authority, and either:
 - (a) Resides at the sponsoring employee's post of assignment abroad or, as appropriate, at an office of the American Institute in Taiwan; or
 - (b) Resides at an involuntary separate maintenance allowance (ISMA) location authorized under [3 FAM 3232.2](#). If residing at an ISMA location, the individual will not be listed on the sponsoring officer's travel orders, but will have a Form [SF-1190, Foreign Allowances Application, Grant and Report](#), processed authorizing ISMA.
2. Eligible family members (EFM):
 - a) Children who are unmarried and under 21 years of age or, regardless of age, are *unmarried and* incapable of self support. The term "*children*" shall include natural offspring, step-children, adopted children, and those under *permanent* legal guardianship *(at least until age 18), or comparable permanent custody arrangement*, of the employee or spouse when dependent upon and normally residing with the guardian *or custodial party*; ... and
 - b) Spouse *or same-sex domestic partner as defined in [3 FAM 1610](#)*.
3. Member of Household: A MOH is a person who: 1) Has accompanied, but is not/not on the travel orders of a U.S. citizen Foreign or Civil Service employee or uniform service member permanently assigned to or stationed at a U.S. Foreign service post or establishment abroad; 2) Has been declared by the sponsoring employee to the Chief of Mission as part of his/her household; and 3) Resides at post with the sponsoring employee.

4. Ordinarily Resident (OR): A citizen of the host country or a citizen of another country who has shifted the main residency focus to the host country and has the required work and/or residency permits for employment in country.
5. Not-Ordinarily Resident (NOR): Typically NORs are US Citizen EFMs and EFMs of FS, GS, and uniformed service members who are eligible for employment under an American USG pay plan, on the travel orders and under Chief of Mission authority, or other personnel having diplomatic privileges and immunities.

CLOSING DATE FOR THIS POSITION: July 08, 2014

The U.S. Interests Section In Havana provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

